

The logo features a large, light gray circle on the left. To its right, there are several overlapping, smaller circles of varying sizes and orientations, some with small gray dots at their centers, creating a complex, orbital or network-like pattern.

Intermec



Instructions

**Upgrading the
Server Applications
Software v1.2**

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Contents

How These Instructions Are Organized	5
Upgrading a Server Running Windows 2000.....	5
Upgrading a Server Running Windows Server 2003	7
Troubleshooting	9

How These Instructions Are Organized

Follow these instructions to use the Server Applications v1.2 Upgrade Kit (P/N 203-759-001) to upgrade your Intermecc Application Server to the Server Applications Software v1.2.

Your Intermecc Application Server must already be running either the Microsoft® Windows® 2000 operating system or the Windows Server 2003 operating system. The instructions differ for each operating system:

- For Windows 2000, see the next section, “Upgrading a Server Running Windows 2000.”
- For Windows Server 2003, see “Upgrading a Server Running Windows Server 2003” on page 7.

For troubleshooting information, see “Troubleshooting” on page 9.

Upgrading a Server Running Windows 2000

Follow these steps to upgrade your G4000A running Windows 2000 to Server Applications Software v1.2.

To upgrade to Server Applications Software v1.2

- 1 One of the new features of the Server Applications Software v1.2 is the ability to run up to 300 simultaneous sessions on your server. If you plan to run more than 127 simultaneous sessions on your G4000A, you must upgrade the memory in your G4000A. Contact Intermecc and arrange for a service technician to upgrade the memory using the DCS 30XD/G4000A Server Memory Upgrade Kit (P/N 203-761-001).
- 2 Make sure you are not running G4000 software version 1.0 on your G4000A by opening the G4000A home page and clicking **About**.
 - If you are not running G4000 software version 1.0, continue with Step 3.
 - If you are running G4000 software version 1.0, you cannot continue with this procedure. Instead, you must perform one of these tasks:
 - Upgrade the G4000A with the Windows Server 2003 Upgrade Kit (P/N 074372).
 - Or, contact Intermecc and arrange for a service technician to reimage your G4000A with the Windows 2000 SAK Reimage Kit.



If you attempt to continue this upgrade procedure on a G4000A running G4000 software version 1.0, the upgrade will reformat the hard drive and then fail, leaving the G4000A in a nonfunctioning state.

- 3 Attach a monitor, keyboard, and mouse to the G4000A.
- 4 Connect the Ethernet port on the back of the G4000A to your Ethernet network. For help, see “Installing the Intermecc Application Server” in Chapter 2 of the *Intermecc Application Server User’s Guide* (P/N 072242).



Caution

If you do not connect the G4000A to the Ethernet network, the installation will eventually fail.

- 5 Make sure you have the Intermecc Server Applications CD.
- 6 Turn on the G4000A. The G4000A boots, and the Intermecc logo screen appears.
- 7 If you are prompted to log in, press **Ctrl-Alt-Del**, enter `administrator` as the user name, and enter `intermec` as the password. You must type `intermec` in lowercase.
- 8 Insert the Intermecc Server Applications CD in the CD drive.
- 9 The CD should launch automatically. If not, navigate to the CD and open the setup file on the CD.
- 10 When you are prompted to uninstall the previous version, click **Yes**.
- 11 After the previous version has been uninstalled and the Microsoft SQL Server has been installed, you are prompted to reboot. Click **Yes**.
- 12 If you are prompted to log in, press **Ctrl-Alt-Del**, enter `administrator` as the user name, and enter `intermec` as the password. You must type `intermec` in lowercase. The installation continues automatically.
- 13 The installation wizard displays a screen with the message, “Welcome to the InstallShield Wizard for Intermecc Server Applications.” Select G4000A from the list and click **Next**.



Note: If the installation appears to hang, see “Troubleshooting” on page 9 for possible solutions.

- 14 At the last installation wizard screen, follow these steps:
 - a Choose to restart the Intermecc Application Server now.
 - b Click **Finish**.
 - c Wait for the G4000A to finish rebooting.
 - d Remove the Intermecc Server Applications CD.
- 15 To log in, press **Ctrl-Alt-Del**, enter `administrator` as the user name, and enter `intermec` as the password. You must type `intermec` in lowercase.

- 16** To verify that the software installed correctly, perform these two tests:
- Look at the desktop. The model appears on the right side of the screen.
 - Double-click the Intermecc Gateway icon to open the home page in Internet Explorer. If you are prompted to log in, enter administrator as the user name and intermec as the password. You must type intermec in lowercase. Click **Back to Intermecc Application Server**. Click **About**. Make sure the screen displays the correct information for your Intermecc Application Server.

Upgrading a Server Running Windows Server 2003

Follow these steps to upgrade your Intermecc Application Server, running Windows Server 2003, to Server Applications Software v1.2.

To upgrade to Server Applications Software v1.2

- 1** One of the new features of the Server Applications Software v1.2 is the ability to run up to 300 simultaneous sessions on your server. If you plan to run more than 127 simultaneous sessions on your server, you must upgrade the memory in your server. Contact Intermecc and arrange for a service technician to upgrade the memory using one of the kits listed in the following table.

If You Have This Server	Use This Kit
DCS 30XD	DCS 30XD/G4000A Server Memory Upgrade Kit (P/N 203-761-001)
G4000A	DCS 30XD/G4000A Server Memory Upgrade Kit (P/N 203-761-001)
G4000B	G4000B to C Server Conversion Kit (P/N 203-760-001)

- 2** Attach a monitor, keyboard, and mouse to the Intermecc Application Server.
- 3** Connect the Ethernet port on the back of the Intermecc Application Server to your Ethernet network. For help, see “Installing the Intermecc Application Server” in Chapter 2 of the *Intermecc Application Server User’s Guide* (P/N 072242).



Caution

If you do not connect the Intermecc Application Server to the Ethernet network, the installation will eventually fail.

- 4** Make sure you have the Intermecc Server Applications CD.
- 5** Turn on the Intermecc Application Server. The server boots, and the Intermecc logo screen appears.

- 6 If you are prompted to log in, press **Ctrl-Alt-Del**, enter administrator as the user name, and enter intermec as the password. You must type intermec in lowercase.
- 7 Insert the Intermec Server Applications CD in the CD drive.
- 8 The CD should launch automatically. If not, navigate to the CD and open the setup file on the CD.
- 9 When prompted to uninstall the previous version, click **Yes**. After the previous version has been uninstalled, the Intermec Application Server reboots.
- 10 If you are prompted to log in, press **Ctrl-Alt-Del**, enter administrator as the user name, and enter intermec as the password. You must type intermec in lowercase. The installation continues automatically.
- 11 The installation wizard displays a screen with the message, “Welcome to the InstallShield Wizard for Intermec Server Applications.” Select the model of your Intermec Application Server from the list and click **Next**.



Note: If the installation appears to hang, see “Troubleshooting” on page 9 for possible solutions.

- 12 At the last installation wizard screen, follow these steps:
 - a Choose to restart the Intermec Application Server now.
 - b Click **Finish**.
 - c Wait for the Intermec Application Server to finish rebooting.
 - d Remove the Intermec Server Applications CD.
- 13 To log in, press **Ctrl-Alt-Del**, enter administrator as the user name, and enter intermec as the password. You must type intermec in lowercase.
- 14 To verify that the software installed correctly, perform these two tests:
 - Look at the desktop. The model appears on the right side of the screen.
 - Double-click the Intermec Gateway icon to open the home page in Internet Explorer. If you are prompted to log in, enter administrator as the user name and intermec as the password. You must type intermec in lowercase. Click **Back to Intermec Application Server**. Click **About**. Make sure the screen displays the correct information for your Intermec Application Server.

Troubleshooting

Problem	Solution
The upgrade fails.	You are trying to upgrade a G4000A with Windows 2000 and G4000 software version 1.0, which cannot be done. You must perform one of these procedures instead: <ul style="list-style-type: none">• Upgrade your G4000A with the Windows Server 2003 Upgrade Kit (P/N 074372).• Contact Intermec and arrange for a service technician to reimage your G4000A with the Windows 2000 SAK Reimage Kit.
“Please wait while setup adds the IDRS Device”	If this message does not clear from the screen after 10 minutes, the upgrade has failed. You did not connect the Intermec Application Server to the Ethernet network before you began the upgrade. You need to repeat the entire upgrade from the beginning.
When the upgrade is complete, you try to open the Intermec Gateway home page. You see an error indicating that the page cannot be displayed.	Follow these steps: <ol style="list-style-type: none">1 In Internet Explorer, choose Tools > Internet Options. The Internet Options screen appears.2 Click the Connections tab.3 Click the LAN Settings button. The Local Area Network (LAN) Settings screen appears.4 Clear the Automatically detect settings check box.5 Clear the Use a proxy server for your LAN check box.6 Click OK to exit the Local Area Network (LAN) Settings screen.7 Click OK to exit the Internet Options screen.8 You must reboot the Intermec Application Server now.
When the upgrade is complete, you try to open the Intermec Gateway home page. Part of the home page appears, but it eventually times out with ASP error 116.	Close all open instances of Internet Explorer, and then relaunch the Intermec Gateway home page.



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